



December 28, 2016

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Executive Director
NHPUC
21 South Fruit St, Suite 10
Concord, NH 03301

DM 15-480

To Whom It Does Concern,

In accordance with Agera Energy LLC's ("Agera") continuing obligation to update the Commission to changes in Agera's initial application, Agera is submitting updates to its' management. We would like to remove Wendy Smith as Manager of Customer Care and replace her with Paula Cronin.

If you have any questions please feel free to contact me at (312) 316 2492.

Sincerely,

Jeremy Schupp CEO



PAULA C. CRONIN

22 Stone Creek Lane, Briarcliff Manor, NY 10510 Phone: 914-924-9744 E-mail: pcronin@ageraenergy.com

Result driven Data Analyst and Executive Administrative Assistant with 20+ years of experience fueling companies by spearheading data conversions, training and special projects. Experience in brand growth, relationship building, and team buildings, events management, print marketing, research advertising, and consumer marketing plans. Track record combines strategic and tactical expertise with strong qualifications in reorganizing, streamlining and strengthening operations. Recognized for exception research and problem solving abilities. Successful in identifying and capitalizing upon opportunities to slash expenditures and drive profit growth. Insightful, diplomatic professional with a proven track record in bring about positive organizational change. "Out of the box thinker". Possess strong background in project management. A hands-on, take charge, highly organized individual with a positive "can do" attitude with proven ability to work with senior management, at local, district, and corporate offices. Highly effective in reorganizing, streamlining and strengthening operations. Core Competencies include success in Workflow Optimization, Project Management, Quality & Performance Tracking, Database Analysis, Resource and Vendor Sourcing.

Agera Energy LLC December 2016- Present –Manager of Customer Care

Agera Energy LLC 2014- December 2016 –Customer Care Representative

Kera & Company, LLC, Tarrytown, NY – Office Manager/Staff Accountant 2011 – 2014

Provides management with financial information by researching and analyzing accounts; preparing financial statements. Prepares consolidated internal and external financial statements by gathering and analyzing information from the general ledger system. Maintains and balances an automated consolidation system by inputting data; verifying data. Analyzes information and options by developing spreadsheet reports. Prepares general ledger entries by maintaining records and files; reconciling accounts. Prepares payments by accruing expenses; assigning account numbers; requesting disbursements; reconciling accounts. Develops and implements accounting procedures by analyzing current procedures; recommending changes. Provides accounting support for new clients by reviewing financial information; obtaining supplementary information for preparing financial statements. Protects organization's value by keeping information confidential.

Vision Pro Communications – Customer Service Manager – 2010-2011

Maintained customer satisfaction standards by providing problem-solving resources; managing staff of 15. Achieved Customer Service objectives by contributing customer service information and recommendations to strategic plans and reviews; identifying customer service trends, determining system improvements, implementing change. Determined customer service requirements by maintain contact with customers; conducting surveys, participating in focus groups, benchmarking best practices; analyzing information and applications.

Adecco Staffing Agency, Yorktown Heights, NY – Administrative Assistant 2009 – 2010

Assigned to Pace University – Admissions – Daily processing of student admissions to the university for the Spring and Fall sessions of 2010. I work very closely with Admissions Supervisor to complete the daily tasks of this database management project which includes over 15,000 applicants. *Assigned to Maryknoll Fathers & Brothers – Gift Planning Unit* - Administrative Assistant to Gift Planning Operations Unit. Provide support and assistance to Gift Planning Operations field staff and Maryknoll's top donors via correspondence, proposals, mailings, phones which enhances stewardship and cultivation of major donors. Responsible for writing procedures for department for daily operations. Coordinate with Production Department for the annual reports and monthly newsletter through database files. *Assigned to Yorkville Sports Association* - League Coordinator for sports organization in the Softball/Football/Golf industry. Streamlined coordination of 250 softball teams. Implemented new filing system, Heavy phone traffic, and weekly analysis of reports, Accounts Receivables/Payables, Mass Mailings. Also sales for uniform and sports Equipment Company attached to Yorkville.

Tri-State Media Group, Pelham, NY, Data Analyst/Executive Assistant to CEO/Publisher 2007 – 2009

Streamlined and implemented Electronic Scheduling for all 28 weekly publications, weekly sales reports, monthly sales reports, page counts, for Classified and Display departments. Streamline and implemented new rate cards, maps. Project Management of conversion for new computer software. Provide 100% customer service both internal and external for the Sales Department. Work with Marketing Strategist Liaison with the reorganization of company. Weekly Data Analysis of products for Sales, Inserts, Classified and CEO. Write weekly articles for publication. Coordinate and run contests for weekly/monthly drawings. Coordinate with Production and Insert Departments for the inserts into publications this is through verbal and database files.

Implementation Solutions, New York, NY Office Manager - 2006

Hands on administrative manager of all aspects of office for consulting firm in the financial service organization including 15 consultants. Maintained database for financial industry. Performed monthly billing for clients. Processed all accounts payables and receivables. Procured office supplies, software and hardware equipment, renewal licenses and maintained equipment inventory.

a.l. myers Furniture, Ossining, NY Customer Service Manager - 2005

Coordinated meetings, conference calls, travel arrangements. Prepared and reconciled all T&E reports. Accounts Payable/Receivables. Provide administrative support to staff during absence of CEO, resulting in smooth day to day business continuity. Perform all aspects of customer service office, including data entry of orders, handling customer calls, and delivery confirmation and resolving customer problems. Assist store designers with their elite customers during initial contact and design phase to assure a superior customer experience. Work high volume sales events like annual Tent Sale and New Years Day Sale. Prep store and staff for new computer system and conversion from old DOS system.

Cablevision, Ossining, Billing Operations Manager 1981-2005

Prepare data analysis and handle data requests from district, corporate and regional offices for budget preparations and state and federal regulatory compliance. Research, recommend and implement software upgrades, including the successful consolidation of four separate billings systems; oversee system conversion during vendor replacement and software switchover. Create manuals for Operating Policies and Procedures, Customer Service, and Troubleshooting Procedures to improve customer service. Perform key front-line troubleshooting under intense deadline pressure; liaise with vendor support personnel to achieve timely problem resolution. Manage all aspects of Billing Department for 250,000 customers relied upon by customer support personnel at multiple customer walk-in centers as well as field service personnel. Coordinate all billing operations and create detailed reports for marketing, billing and collections, auditing and engineering departments.

McLean Cable Associates, Sleepy Hollow, NY Computer Operations Manager

Convert 10,000 customer files from paper to computer database. Manage all aspects of monthly customer billing including: closing, printing, bursting, sorting, inserting and mailing. Manage Collections Department, authorize payments to suppliers and create system budgets. Train dispatchers, customer service and technical service personnel. Interfaced with lessees and vendors utilizing my verbal and written communications skills.

Union Carbide Medical Products Division, Dallas, TX, Business Office Manager Domestic and International

Manage administrative and warehouse staff, including 72 field engineers. Oversee active shipping/receiving department; implement proper inventory controls. Schedule and organize regional and district meetings. Enforce and interpret all equipment contracts with national medical facilities. Perform all administrative aspects of the International Medical Products Division, including correspondence, coordinated meetings, conference calls, Prepared and reconciled all T&E reports, visa/passport documentation for US and expatriate employees.

Education

Ossining High School, graduated 1973, math major
Westchester Medical Assistant School, graduated Medical Assistant, 1975
Rolm Phone System Proficiency Certification, Rolm Phone Systems, Inc.
Certified Supervisory Skills Trainer, Sheldon Satin Associates.
Accounting & Bookkeeping – Westchester Community College, 2012

Volunteer

Board Member and President of Ossining Dog Park.

References furnished upon request.